

Request for Proposal (RFP)

Multicultural Primary Health Access (PAC132)

Contents

Part A - Reference Schedule

Part B - Statement of Requirements

Part C – Assessment Criteria

Part D – Additional Requirements, Assurance and Compliance Considerations

Part E - Conditions of the RFP Process

Introduction

Capital Health Network (CHN) is the Primary Health Network (PHN) for the ACT. PHNs have been established by the Australian Government with the key objectives of:

- increasing the efficiency and effectiveness of health services for patients, particularly those at risk of poor health outcomes, and
- improving coordination of care to ensure patients receive the right care in the right place at the right time.

CHN has received funding from the Department of Health, Disability and Ageing to support primary health care access by multicultural communities until 30/06/2026.

Key objectives of this funding are to identify and support services for people from Culturally and Linguistically Diverse (CALD) backgrounds where it is demonstrated that there are challenges and barriers to accessing and navigating primary care services; and promote coordination between services at a local level and support local service providers in having the skills and systems to provide effective care that integrates with a patient's usual primary care provider.

This Expression of Interest process is open to not-for-profit / community organisations and relates to the provision of community-led care navigation and health literacy activities for multicultural community members.

Part A: Reference Schedule

Information in this Reference Schedule must be read in conjunction with **Part E** of this RFP.

Item 1	RFP Reference	PAC132
Item 2	Key contact during RFP process	Name: Philippa Gately Email: tenders@chnact.org.au
Item 3	Timetable <i>(may be changed by CHN in accordance with the Conditions of the RFP Process set out in Part E of this RFP)</i>	
	RFP issued	Thursday, 11/12/2025
	Briefing Session	9.30am, Thursday, 18/12/2025 <i>Register your interest in attending the Briefing Session via Eventbrite Link</i>
	Deadline for Questions	5.00 pm Monday, 12/01/2026 <i>Questions or requests for information must be submitted via tenders@chnact.org.au using the subject heading PAC132 – Questions.</i>
	Closing time and date	5.00 pm Friday, 16/1/2026
Item 4	Lodgement	
	Lodgement instructions	Responses must be submitted on Request for Proposal template provided and emailed PDF to tenders@chnact.org.au Email subject line to include: PAC132 RFP [respondent name or organisation] . All responses must respond to the Statement of Requirements (Part B) in consideration of the assessment criteria (Part C), compliance and assurance requirements (Part D) and the standard Conditions of the RFP Process (Part E).
Item 5	Additional materials and information	The following additional materials have been made available to prospective respondents: 1. CHN Multicultural Health Needs Assessment, 2024 <i>Additional materials and information should be considered by the reader alongside this Request for Proposal.</i>
Item 6	Additional Rules	Where relevant, applicants must adhere to relevant national service safety and quality health standards and guidelines, and the following: <ul style="list-style-type: none"> National Aboriginal and Torres Strait Islander Health Plan 2021–2031 Australian Government Department of Health and Aged Care for Aboriginal and Torres Strait Islander Health. The National Redress Scheme Grant Connected Policy Commonwealth Child Safe Framework National Child Safe Principles Multicultural access and equity Policy

Part B: Statement of Requirements

Overview of Program

The grant funding is available to not for profit / community organisations who meet the specified eligibility criteria, to provide community-led care navigation and health literacy activities for multicultural community members. This activity will include collaboration with existing health services to enhance accessibility and effectiveness to complement and strengthen services. The grant funding is not intended to duplicate existing services.

Problem Statement

Key findings from the CHN Multicultural needs assessment highlight systemic barriers that impact equitable access to healthcare for multicultural residents, including:

- Limited cultural competence among healthcare providers.
- Limited access to culturally and linguistically appropriate health information, impacting health literacy and system navigation.

These barriers restrict effective engagement with the healthcare system, exacerbating disparities in health outcomes for multicultural communities.

Key Objectives

The objectives of the funding opportunity are:

- Enhance local level service coordination and integration for people with multicultural backgrounds.
- Increase navigability of primary health services and coordination of care for people from multicultural backgrounds.
- Improve multicultural community awareness of primary health care services.
- Improve data collection and reporting on health equity and access in the ACT for people from multicultural backgrounds.

Anticipated timeframes

This procurement activity will be undertaken in accordance with the below timeframes:

Stage 1 - Request for Proposals:

- Procurement to commence by: Thursday 11/12/2025
- Stakeholder briefing: 9.30am, Thursday, 18/12/2025
- Deadline for Questions: 5.00 pm Monday, 12/01/2026
- Proposals closes: 5.00 pm Friday, 16/1/2026

Stage 2 - Review of Submissions:

- Review of proposals by: 21/1/2026
- Preferred Lead Agency identified by: 22/1/2026

Stage 3 - Contract Negotiation:

- Contract negotiation finalised by: 29/1/2026

Stage 4 - Establishment:

- Establishment from: 2/2/2026

Stage 5 - Services Commence:

- Services to commence: 16/2/2026

Services Required

Providers will be required to propose activities that:

- Address challenges and barriers some people from multicultural backgrounds face when accessing primary health care (for example, but not limited to, language barriers, low health literacy, navigating unfamiliar systems).
- Improve patient and community awareness and access to information on primary health care services for people from multicultural backgrounds.
- Coordinate with multicultural organisations.
- Support multicultural telephone advice and triage services without duplicating or competing with existing services.

Service Agreements and Deliverable/Reporting Requirements

Services Orders will commence on execution of the agreement and continue until 30 June 2026. Indicative deliverable requirements are detailed below. These will be finalised during contract negotiation.

Deliverable	Timeframe
Service Model documents and associated Operational Guidelines	28 February 2026
Data collection and reporting plan	28 February 2026
Stakeholder and Communications plan	28 February 2026
Commencement of Service Delivery	15 March 2026
Status meetings and reporting	Fortnightly in February and March 2026, then monthly in April, May and June 2026.
Performance report	15 August 2026
Financial acquittal	30 October 2026

Anticipated Service Budget

Funding will be made available following the execution of a relevant services order (contract) until 30 June 2026. The total amount of funding (exclusive of GST) available is:

	2025-26	Total
Service Delivery	\$270,000	\$270,000

Part C: Assessment Criteria

Words in any graphics, images, and/or tables, unless specifically identified by the Assessment Criteria, will be counted as part of the maximum word count for each response. Attaching additional supplementary documents to the application is not permitted unless specifically identified. The following criteria will be used to assess proposals.

Assessment Criteria	Weighting
1. Local Vision (<i>max. 800 words</i>) Demonstrated knowledge of multicultural community needs in priority areas of Canberra. Include vision for the service and how the proposal will be undertaken including specific communities or locations that will be targeted that demonstrate prioritisation of need. Outline intended outcomes of the proposal.	25%
2. Experience (<i>max. 8000 words</i>) Demonstrated expertise and experience in working with multicultural communities and organisations. Ability and staffing to undertake service delivery and data collection and reporting within the stated timeframes. Organisation has experienced managing the operational and financial aspects of the proposal, including at Board level.	30%
3. Values (<i>max. 800 words</i>) Organisational purpose, values and proposal is compatible with the grant objectives of health equity and access for multicultural community members. Demonstration of commitment to culturally appropriate care for multicultural community members. Ability to leverage or develop collaborative approaches with existing health services.	25%
4. Governance Structure and Systems (<i>max. 500 words</i>) <ul style="list-style-type: none"> Includes adequate identification of risk and appropriate mitigation strategies and contingencies Overarching governance structures and systems which outline accountability, decision making and reporting processes Details of proposed consortium arrangements if relevant 	10%
5. Budget and Value for Money <ul style="list-style-type: none"> adequately reflects resourcing required for establishment and delivery itemised budget is cost effective, within funding available and provides Value for Money has been developed in due consideration of the funding available as outlined in Part B. <p>The RFP respondent must provide a budget and may optionally use the template provided below for this purpose. In compiling your budget, please note that administrative costs are capped at a maximum of 14.5% of proposed budget</p>	10%

<p>- Administration and service delivery costs should be specifically defined and itemised where practical. All amounts included in the proposed budget must be GST-exclusive.</p>			
Category of Expense	2025-26	Total	
Service Delivery	\$230,850	\$230,850	
Administration Costs	\$39,150	\$39,150	
Total	\$270,000	\$270,000	
<p>Value for Money - explain how your proposal and pricing principles demonstrate value for money. If you are an existing service provider in the ACT, how will you leverage economies of scale to deliver efficiencies and ensure value for money? (<i>max. 300 words</i>)</p>			

Part D: Additional Requirements, Assurance and Compliance Considerations

Assurances and Compliance
<p>The following information should be included in your response to the RFP (space provided in RFP Response Form):</p> <ol style="list-style-type: none"> Conflict of Interest Insurances Accreditation/Registration certification (as appropriate) Referees to support application

Part E: Conditions of the RFP Process

1. Application of these rules

Participation in the RFP Process is subject to compliance with the rules contained in this **Part E**.

All persons (whether or not they submit an RFP) having obtained or received this RFP may only use it, and the information contained in it, in compliance with the rules set out in this **Part E**.

All Respondents are deemed to accept the rules contained in this **Part E**.

The rules contained in this **Part E** of the RFP apply to:

- a. the RFP and any other information given, received or made available in connection with the RFP including any additional materials specified in **Reference Schedule (Part A)** and any revisions or addenda,
- b. the RFP Process, and
- c. any communications (including any Briefings, presentations, meetings or negotiations) relating to the RFP or Process.

2. Structure of Request for Proposal

This RFP consists of the following parts:

Introduction – contains an overview of the opportunity presented in, and the objectives of, this RFP.

Part A – Reference Schedule

Part B - Statement of Requirements describes the Goods and/or Services in respect of which CHN invites proposals from invited suppliers.

Part C – Assessment Criteria

Part D – Additional Requirements, Assurance and Compliance Considerations

Part E - Conditions of the RFP Process sets out the rules applying to the RFP documents and to the Process. These rules are deemed to be accepted by all Respondents and by all persons having received or obtained the RFP.

3. Request for Proposal

3.1 Status of RFP

This RFP is not an offer. It is an invitation for potential Suppliers to submit a proposal for the provision of the Goods and/or Services set out in the Statement of Requirements contained in Part B of this RFP.

Nothing in this RFP is to be construed as creating any binding contract for the supply of the Goods and/or Services (express or implied) between CHN and any Respondent until CHN and a Respondent enter into a final, binding contract.

3.2 Accuracy of RFP

While all due care has been taken in connection with the preparation of this RFP, CHN does not warrant the accuracy of the content of the RFP and CHN will not be liable for any omission from the RFP.

3.3 Additions and amendments

CHN reserves the right to change any information in or to issue addenda to this RFP.

3.4 Representations

No representation made by or on behalf of CHN in relation to the RFP (or its subject matter) will be binding on CHN unless that representation is expressly incorporated into any contract(s) ultimately entered into between CHN and a Respondent.

1.3 Licence to use and Intellectual Property Rights

Suppliers obtaining or receiving this RFP and any other documents issued in relation to this RFP may use the RFP and such documents only for the purpose of preparing a proposal.

Such Intellectual Property Rights as may exist in the RFP and any other documents provided to Respondents by or on behalf of CHN in connection with the Process are owned by (and will remain the property of) CHN except to the extent expressly provided otherwise.

1.4 Availability of additional materials

Additional materials (if any) may be accessed in the manner set out in the **Reference Schedule (Part A)**.

4. Communications during the RFP Process

4.1 Key contact

All communications relating to the RFP and the Process must be directed to the Key Contact by email to tenders@chnact.org.au

4.2 Requests for clarification or further information

Any communication by a Respondent to CHN will be effective upon receipt by the Key Contact (provided such communication is in the required format).

CHN may restrict the period during which it will accept questions or requests for further information or for clarification and reserves the right not to respond to any question or request, irrespective of when such question or request is received.

Except where CHN is of the opinion that issues raised apply only to an individual Respondent, questions submitted and answers provided will be made available to all potential Suppliers via email from tenders@chnact.org.au at the same time without identifying the person or organisation having submitted the question.

A Respondent may, by notifying the Key Contact in writing, withdraw a question submitted in accordance with this **section 4.2**, and only if the question remains unanswered at the time of the request.

1.5 Improper assistance

Respondents must not seek or obtain the assistance of Directors, employees, agents, contractors or service providers (with respect to this RFP) of CHN in the preparation of their proposal. In addition to any other remedies available to it under law or contract, CHN may, in its absolute discretion, immediately disqualify a Respondent that it believes has sought or obtained such assistance.

4.3 Anti-competitive conduct

Respondents and their respective officers, employees, agents and advisers must not engage in any collusion, anti-competitive conduct or any other similar conduct with any other Respondent or any other person in relation to the preparation, content or lodgement of their proposal. In addition to any other remedies available to it under law or contract, CHN may, in its absolute discretion, immediately disqualify a Respondent that it believes has engaged in such collusive or anti-competitive conduct.

4.4 Complaints about the RFP Process

Any complaint about the RFP Process must be submitted to the Key Contact in email to tenders@chnact.org.au immediately upon the cause of the complaint arising or becoming known to the Respondent. The written complaint statement must set out:

- a. the basis for the complaint (specifying the issues involved)
- b. how the subject of the complaint (and the specific issues) affect the person or organisation making the complaint
- c. any relevant background information, and
- d. the outcome desired by the person or organisation making the complaint.

5. Submission of Proposals

1.6 Lodgement

Respondent proposals must be lodged only by the means set out in the **Reference Schedule (Part A)**.

5.1 Late proposals

Proposals must be lodged by the Closing Time set out in the **Reference Schedule (Part A)**. The closing time may be extended by CHN in its absolute discretion.

Proposals lodged after the closing time or lodged at a location or in a manner that is contrary to that specified in this RFP will be disqualified from the Process and will be ineligible for consideration, except where the Respondent can clearly demonstrate (to the reasonable satisfaction of CHN) that late lodgement of the proposal:

- a. resulted from the mishandling of the Respondent proposal by CHN; or
- b. was hindered by a major incident and the integrity of the Process will not be compromised by accepting a proposal after the closing time.

The determination of CHN as to the actual time that a proposal is lodged is final. Subject to **Section (a) and (b)** above, all proposals lodged after the closing time will be recorded by CHN, and will only be processed for the purposes of identifying a business name and address of the Respondent. CHN will inform a Respondent whose proposal was lodged after the closing time of its ineligibility for consideration.

6. RFP documents

6.1 Format and contents

Respondents must ensure that:

- a. their proposal is presented on the required template, and
- b. all the information fields in the RFP template are completed and contain the information requested
- c. links to websites or online documents must not be included in the proposal as they will not be reviewed by CHN.

CHN may in its absolute discretion reject a proposal that does not include the information requested or is not in the format required.

Unnecessarily elaborate proposals beyond what is sufficient to present a complete and effective RFP are not desired or required.

Word limits where specified should be observed and CHN reserves the right to disregard any parts of the proposal exceeding the specified word limit.

Respondents should fully inform themselves in relation to all matters arising from the RFP, including all matters regarding CHN's requirements for the provision of the Goods and/or Services.

1.7 Illegible content, alteration and erasures

Incomplete proposals may be disqualified or evaluated solely on the information contained in its proposal.

CHN may disregard any content in a proposal that is illegible and will be under no obligation whatsoever to seek clarification from the Respondent.

CHN may permit a Respondent to correct an unintentional error in its proposal where that error becomes known or apparent after the Closing Time, but in no event will any correction be permitted if CHN reasonably considers that the correction would materially alter the substance of the proposal.

6.2 Obligation to notify errors

If, after a proposal has been submitted, the Respondent becomes aware of an error in the proposal (excluding clerical errors which would have no bearing on the assessment of the proposal) the Respondent must promptly notify CHN of such error.

6.3 Preparation of proposals

CHN will not be responsible for, nor pay for, any expense or loss that may be incurred by Respondents in the preparation of their proposal.

6.4 Disclosure of Respondent contents and information

All proposals will be treated as confidential by CHN. CHN will not disclose proposal contents and information, except:

- a. as required by Law
- b. for the purpose of investigations by the Australian Competition and Consumer Commission (ACCC) or other government authorities having relevant jurisdiction
- c. to external consultants and advisers CHN engaged to assist with the Assessment Process
- d. to other government departments or agencies in connection with the subject matter of the related Commonwealth programme or Process, or
- e. general information from proposals required to be disclosed by government policy.

CHN does however, reserve the rights to benchmark costings against relevant industry standards and across other primary health network organisations.

6.5 Use of proposals

Each Respondent, by submission of their proposal, is deemed to have licensed CHN to reproduce the whole, or any portion, of their proposal for the purposes of enabling CHN to evaluate the proposal.

6.6 Withdrawal of proposal

A Respondent who wishes to withdraw a proposal previously submitted by it must immediately notify CHN of that fact. Upon receipt of such notification, CHN will cease to consider that proposal.

7. Capacity to comply with Statement of Requirements

Part B of this RFP gives a statement of CHN requirements with regard to the Goods and/or Services the subject of this RFP. It will be assumed that each Respondent will be capable of providing all of the Goods and/or Services in full. Where Respondents believe they will not be capable of providing all the Goods and/or Services in full or will only comply with the Statement of Requirements subject to conditions, they should either not apply or set out any potential limitations in their proposal.

8. Assessment of proposals

8.1 Assessment process

Following the Closing Time, CHN intends to evaluate all proposals received.

Proposals will be evaluated against the Assessment Criteria specified in Part B of the RFP.

8.2 Clarification of proposal

If, in the opinion of CHN, a proposal is unclear in any respect, CHN may in its absolute discretion, seek clarification from the Respondent. Failure to supply clarification to the satisfaction of CHN may render the proposal liable to disqualification.

CHN is under no obligation to seek clarification to a proposal and CHN reserves the right to disregard any clarification that CHN considers to be unsolicited or otherwise impermissible in accordance with the rules set out in this **Part E**.

9. Next stage

9.1 Options available to CHN

After assessment of all proposals, CHN may, without limiting other options available to it, do any of the following:

- a. prepare a shortlist of Respondents and invite further response to the RFP from those Respondents,
- b. prepare a shortlist of Respondents and call for tenders for Goods and/or Services or any similar Goods and/or Services,
- c. call for tenders from the market generally for the Goods or Services or any similar or related goods or services,
- d. enter into pre-contractual negotiations with one or more Respondents without any further need to go to tender,
- e. decide not to proceed further with the RFP or any other procurement process for the Goods or Services,
- f. commence a new process for calling for proposals on a similar or different basis to that outlined in this invitation, or
- g. terminate the process at any time.

9.2 No legally binding contract

No legal relationship will exist between CHN and a shortlisted Respondent relating to the supply of the Goods or Services unless and until such time as a binding contract is executed by them.

2 Additional rules

Any rules governing this Request for proposal Process in addition to those set out in this **Part E**, are set out in the **Reference Schedule (Part A)**.

10. Respondent warranties

By submitting a proposal, a Respondent warrants that:

- a. in lodging its proposal it did not rely on any express or implied statement, warranty or representation, whether oral, written, or otherwise made by or on behalf of CHN, its officers, employees, agents or advisers other than any statement, warranty or representation expressly contained in the RFP documents,
- b. it did not use the improper assistance of CHN employees or information unlawfully obtained from CHN in compiling its proposal,

- c. it has examined this RFP, and any other documents referenced or referred to herein, and any other information made available in writing by CHN to Respondents for the purposes of submitting a proposal,
- d. it has sought and examined all necessary information which is obtainable by making reasonable enquiries relevant to the risks and other circumstances affecting its proposal,
- e. it has otherwise obtained all information and advice necessary for the preparation of its proposal,
- f. it is responsible for all costs and expenses related to the preparation and lodgement of its proposal, any subsequent negotiation, and any future process connected with or relating to the RFP Process,
- g. it otherwise accepts and will comply with the rules set out in this **Part E** of the RFP,
- h. it will provide additional information in a timely manner as requested by CHN to clarify any matters contained in the proposal, and
- i. it is satisfied as to the correctness and sufficiency of its proposal.

11. CHN rights

Notwithstanding anything else in this RFP, and without limiting its rights at law or otherwise, CHN reserves the right, in its absolute discretion at any time, to:

- a. vary or extend any time or date specified in this RFP for all or any Respondents or other persons, or
- b. terminate the participation of any Respondent or any other person in the Process.

12. Governing law

This RFP and the Process is governed by the laws applying in the Australian Capital Territory.

Each Respondent must comply with all relevant laws in preparing and lodging its proposal and in taking part in the Process.

13. Interpretation

14.1 Definitions

Respondent means an organisation that submits a proposal.

Briefing means a meeting (the details of which are specified in the **Reference Schedule**) that may be held by or on behalf of CHN to provide information about the RFP and the Process.

Capital Health Network (CHN) means the organisation responsible for the RFP and the Process.

Closing Time means the time specified as such in the **Reference Schedule** by which proposals must be received.

Proposal(s) and/or Response(s) means a document lodged by a Respondent in response to this RFP containing a proposal to provide Goods and/or Services sought through this Process.

RFP Process means the process commenced by the issuing of RFP and concluding upon formal announcement by CHN of the selection of shortlisted Respondent(s) or upon the earlier termination of the process.

Assessment Criteria means the criteria set out in **Part C** of the RFP.

Goods means the goods or other products required by CHN, as specified in **Part B** of this RFP.

Intellectual Property Rights includes copyright and neighbouring rights, and all proprietary rights in relation to inventions (including patents) registered and unregistered trademarks (including service marks), registered designs, confidential information (including trade secrets and know how) and circuit layouts, and all other proprietary rights resulting from intellectual activity in the industrial, scientific, literary or artistic fields.

Request for Proposal (RFP) means this document (comprising each of the **Parts A, B, C, D and E**) and any other documents so designated by CHN.

Statement of Requirements means the statement of CHN requirements contained in **Part B** of this RFP.

Reference Schedule means the schedule so designated forming part of **Part A** of the RFP.

Services means the services required by CHN, as specified in **Part B** of this RFP.

14.2 Instruction

In this RFP, unless expressly provided otherwise a reference to:

- “includes” or “including” means includes or including without limitation, and
- “\$” or “dollars” is a reference to the lawful currency of the Commonwealth of Australia, and
- if a word and/or phrase is defined its other grammatical forms have corresponding meaning.